Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.

2.4.1 General Requirements and Definitions

2.4.1.1   Please confirm your understanding and acceptance of all definitions and abbreviations listed in RFP Section 1.2.

> 2.4.1.2   Neta Scientific, Inc confirms our understating and acceptance of all definitions and abbreviations listed in RFP Section 1.2.

2.4.1.2   Please list any additional terms and definitions used by your company or industry that you would like the State to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation.

> N/A

2.4.1.3   Please confirm you have carefully reviewed all requirements listed in RFP Section 1.4. Should your company have any exceptions, substitutions, or conditions for the State's consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

> - Only exception is additional charge for shipping hazardous materials

2.4.2 Catalog and Online Capabilities

2.4.2.1   Please select your catalog offering: 1) Online catalog integrated as a "punch-out" with PeopleSoft or 2) State-hosted catalog within PeopleSoft.

> **Punchout with PeopleSoft**

2.4.2.2   If State-hosted catalog, please describe your ability and willingness to provide product information in the State required format at a frequency required by the State.

>

2.4.2.3   Please provide a detailed description of all "punch-out" catalog functionality currently available and actively being used with current customers.

Punchout Level 2, Favorites, Request Quote, Ability to restrict the catalog offering

2.4.2.4   Please detail your company's online ordering system's capability to allow buyers to simply re-order items.

Neta has a fully functional e-commerce web store at www.netascientific.com that end-users under this contract can use for purchasing, pricing, and full order management.

2.4.2.5   Please indicate your willingness to extend all provided pricing and discounts to other governmental bodies.

Neta Scientific, Inc. will extend all provided pricing and discounts to other government bodies.

2.4.2.6   Please describe the tools or services your company provides to assist State buyers in suggesting other functionally equivalent, low-cost products when those items are not available.

Neta has several Private label and OEM manufactures we partner with to supply high demand commodity consumables, we work with the providers to cross reference when high demand supplies are not available, including tubes, tips, plates, dishes, PPE and lab glassware.

2.4.2.7   Please describe how your company notifies State buyers of product backorders and how your company's plans to ensure that the State can receive the supplies that it needs.

Backorders are notified via email to end-user. We do ask for a sales history report when the contract is awarded so onsite stocking levels can be adjusted to handle increased demand for State buyers. This limits backorders and stockouts.

2.4.2.8   Please describe how you will use order data to inform Market Basket optimization discussion throughout the life of the contract.

Quarterly schedule of review meeting with state rep to discuss pricing and alternatives for high volume products purchased on the agreement

2.4.3 Data Management and Integrity

2.4.3.1   Describe in detail the process or processes your company uses to update and
           maintain catalog data, including correction of pricing and product errors.

**Neta maintains an internal catalog database of the contracted pricing. All
orders and quotes are validated electronically against this database for
errors, updates are applied monthly to both internal and web catalogs.**

2.4.3.2   Please describe in detail how your company maintains data integrity. For
           example, how would changes to your company's catalog be prevented and/or
           communicated to the State?

**Changes to the catalog can be scheduled for quarterly, semi annual or annual
review. This would be an update/add/remove file for new and discontinued
products. Once approved this will be applied to the hosted or web based catalog**

2.4.3.3   How does your company handle notification of any changes in unit of
           measure (UOM) or item description that occur, even if a SKU number or
           manufacturer number does not change?

Via email to all end-users who have purchased these items in last 36 months.

2.4.4 Implementation and Transition

2.4.4.1   Please identify how many "punch-out" implementations with PeopleSoft your
           company has performed and indicate any previous issues your company has
           had and how they were corrected. If the Respondent has not implemented
           with PeopleSoft, please provide other relevant implementation experience.

**Currently we have 22 punchouts of all levels including ESM, Coupa, Jaggaer, and
Oracle. We have not integrated with PeopleSoft, but we do partner with Punch2Go,
the largest punchout integrating middleware company domestically. They either
have or can develop integration maps with most state and governmental entities.**

2.4.4.2   Please describe your company's proposed implementation plan, citing specific
           tasks, dates and milestones from contract award to availability to place orders.

**Currently we have a 6 month rollout plan we have implemented with the State of
VA, Washington, and NY. This includes specific milestones, action plans, follow-
ups and review actions. This will be added as an attachment (we need to add the
rollout slides)**

2.4.4.3   Please identify specific tasks and milestones which require State involvement
           and collaboration during contract implementation.

> **1. Punchout rollout meeting. 2. Catalog review and publication meeting, First quarterly review, and 60 day follow-up meeting.**

2.4.4.4   Please identify and describe any innovative solutions your company would offer in order to drive contract compliance and savings.

> **Neta does offer both Virtual and on-site stockroom programs for the high volume products if needed by large state labs. This provides bulk cost savings opportunities, and product compliance for key power end-users.**

2.4.5 Customer Service and Account Management

2.4.5.1   Please describe in detail your company's proposed account management team structure including names, contact information, resumes where possible, and services each individual or group will perform.

> **Org chart attached, details at www.netascientific.com**
> **National Sales Manager, Kayla Mcdonald**
> **Business Development Manager Tim Bolognani**

2.4.5.2   Please describe your company's plan to provide the State of Indiana and all the participating agencies, schools, and governmental bodies with a coordinated and consistent customer service program.

> **Neta has a central Bus. Dev. Mgr. who can coordinate with all state agencies, virtually or on-site to handle orders**

2.4.5.3   Please describe the type of contract specific information that is retrievable by a member of customer service. *E.g.* order status, delivery information, backorder information, contracted pricing, product information, etc.

> Neta Scientific, Inc.'s Customer Service and Administration teams have access to order status, delivery information, backorder information, contracted pricing, product information, etc.

2.4.5.4   Please describe your company's standard process for problem resolution and escalation, including standard response times.

> Any end user can contact our Customer Service Department to follow up on an order. In the event that there is an issue with an order, Indiana State can contact our Customer Service Team Lead directly in order to escalate an issue. Our internal CS team will have a dedicated rep for this contract, who will help facilitate any order management issues. Our customer service team had live

customer service via email and telephone from 7:30-6:00 EST for support. Neta
uses RCA, 5W, and DIAMAC for problem solving methodology. Response time
is 12 hours for confirmation, and 5 business days for resolution.

2.4.5.5   Please describe your plan to ensure the continuity of the Account
           Management team if a member should depart.

There is both national and local account support to back each other up

2.4.5.6   Please define and describe your customer service quality assurance program,
           including details on internal metrics.

**Internally Neta measures error KPI in Order accuracy, pricing compliance,
delivery time to request, invoice generation, payment receipt and Case
Management. Our desired compliance levels are between 98 and 99.7%
minimum expectations.**

2.4.5.7   Please describe any additional services, trainings, solutions, etc. which you are
           prepared to offer at no cost to the State.

We offer no cost technical webinars through Neta and our suppliers.
Representation at any Indiana State run tradeshows.

2.4.6 Shipping and Delivery

2.4.6.1   Please describe in detail how your company could optimize shipping and delivery to
           the multiple State/Local delivery sites that would provide the maximum cost savings
           while meeting the delivery requirements outlined in the RFP.

Currently our offerings for durable goods includes free shipping standard to state labs per
the RFP. Consolidated shipments, scheduled deliveries are options each end-user can use
under the contracted purchasing.

2.4.6.2   What percentage of on-time deliveries does your company currently achieve with
           customers who require expedited delivery? Please define how you measure on-time
           delivery.

**96.5%. On-time delivery is delivery date outlined and met on any order received by
2pm EST, overnight, 2-day, 3-day or rush.**

2.4.6.3   What is your company's order fill rate under contracts similar to this? (An order with
           a 100% fill rate would have no backorders.) What performance level do you regard

as "acceptable" and "excellent"? How does your company measure fill rate and are these measurements available for a customer to view online?

98.7% fill rate for standard items, certain PPE listings, and high demand testing items have been removed or discontinued due to Covid-19.

2.4.6.4   Please describe how your company would provide both delivery estimates and proof of delivery to the State for every order.

Delivery estimates will be sent with the confirmation notice of each order, and proof of delivery can be seen using the tracking information sent with shipping notifications for each order.

2.4.6.5   Please describe in detail your company's current processes and solutions for handling backorders.

With Backorders, the end-user is notified of backorder date with the option to cancel the order. If the order is still active, weekly emails are sent to the end-user with continued confirmation that the order is active, and updates on release timelines and shipping information

2.4.6.6   Please identify all additional fees that you may assess on orders describe the process by which you assign these additional fees (*e.g.* hazard fees) to orders and incorporate them into the catalog price. Please also confirm your understanding that all additional fees are to be assessed *at the time of purchase*.

Additional fees include Hazmat, cold chain expedited shipping cost, and freight charges. These will be added to each item in the catalog as part of the market basket price

2.4.6.7   Please confirm that all shipping fees on returns and samples are the responsibility of the vendor and will not be charged to the State.

Confirmed. Shipping fees on unopened returns and samples will be the responsibility of Neta. Opened or used products will be subject to a return and return shipping charge

2.4.7 Reporting

2.4.7.1   What are the standard reports that your company provides to your customers? Please provide a list of your company's standard reports, including examples, as an attachment to your RFP response. Please note which reports are available online.

Neta Scientific, Inc. provides a monthly spend report to all major customers as well as a quarterly KPI report measuring delivery, backorders and fill rates. Neta also can provide a detailed spend report upon demand by cost center, PI, or lab specific spend. Please see

SAMPLE REPORT: 2633_AttF_-_Technical Proposal Temp-Reporting Q 2.4.7.1-
NETASCIENTIFIC SAMPLE REPORT

Executive (Quarterly Business Review) QBR with all major accounts.   During the QBR
the following issues are discussed. Please see PowerPoint sample: 2633_AttF_-
_Technical Proposal Temp-Reporting Q 2.4.7.1-NETASCIENTIFIC QBR sample

- KPI for delivery and service. Please see KPI sample: 2633_AttF_-_Technical Proposal
Temp-Reporting Q 2.4.7.1-NETASCIENTIFIC KPI sample
- Customer Specific Plan & Pricing (CSP) Review for opportunities and metrics
- Spend analysis for current suppliers
- Discussion on supplier rationalization (consolidation or growth initiatives)
- 3/6/9/12 month action plan for best practice improvements

2.4.7.2   Please detail your company's customized and ad hoc reporting capabilities, including
           how long the State will wait to receive new requests for information.

Neta Scientific, Inc.has the ability to customize reporting. Special requests can take up to
ten (10) business days.

2.4.7.3   Does your company provide online Account Management Services that enables the
           State Vendor Management team to monitor activity? If so, please provide a list of all
           functions of online capabilities, including reporting, that will be at no cost to the
           State.

Neta Scientific, Inc. does not have an online Account Management Services at this time
that the State Vendor Management team can monitor activity.

2.4.7.4   Please describe your company's ability to provide periodic usage reporting, including,
           but not limited to, reports that include the following fields: the Purchasing Entity,
           Manufacturer Name, Manufacturer Code, Manufacturer SKU Number, UPC Code,
           UOM (Unit of Measure), Items per UOM, Product Description, List Price, Market
           Basket Price, Price Actually Charged, Source of Price Charged (Lower sale price,
           etc.), Quantity Purchased, Extended Price Charged, Payment Type (P-Card, etc.),
           Order Method (Online, Phone, etc.), Average Order Size. Please include how long it
           takes your company to provide new periodic reports.

Neta scientific, Inc. has the ability to provide periodic usage reporting, including, but not
limited to, reports that include the following fields: the Purchasing Entity, Manufacturer
Name, Manufacturer Code, Manufacturer SKU Number, UPC Code, UOM (Unit of
Measure), Items per UOM, Product Description, List Price, Market Basket Price, Price
Actually Charged, Source of Price Charged (Lower sale price, etc.), Quantity Purchased,
Extended Price Charged, Payment Type (P-Card, etc.), Order Method (Online, Phone,
etc.), Average Order Size. Requests can take up to ten (10) business days.

2.4.7.5   Please describe your company's ability to provide periodic performance reporting, including, but not limited to, Customer Service Incidents, Customer Service Response Time, Service Quality Metrics, Defective Items, Discontinued Items, Discontinued Suppliers, Same day order processing performance, Out of Stock Items, Backordered Items, Proof of Delivery, On-time delivery, Returned Items and Credit Paid, Pricing Accuracy Analysis, Manufacturer Cost Reductions, Order Accuracy, Implementation Performance Tracking. Please include how long it takes your company to provide new periodic reports.

Neta Scientific, Inc. has the ability to provide periodic performance reporting, including, but not limited to, Customer Service Incidents, Customer Service Response Time, Service Quality Metrics, Defective Items, Discontinued Items, Discontinued Suppliers, Same day order processing performance, Out of Stock Items, Backordered Items, Proof of Delivery, On-time delivery, Returned Items and Credit Paid, Pricing Accuracy Analysis, Manufacturer Cost Reductions, Order Accuracy, Implementation Performance Tracking. Requests can take up to ten (10) business days.

2.4.8 Supplier Relationships

2.4.8.1   How will you ensure the minimal disruption to the State and other governmental bodies using the contract should you have to change suppliers and subsequently offer different products than you currently offer in your catalog? Please describe how this transition would be managed.

Updated catalog offerings are communicated 60 days prior to implementation with a review of the any effected product purchase history. End-users will be notified directly of the item no longer being available as of this date and authorized, and approved replacements will be offered.

2.4.8.2   If a situation occurs where a supplier suddenly increases its prices to your company, how will you ensure that your company's price agreements with the State are upheld?

Neta agrees to manage the catalog pricing according to the contract guidelines, which are market pricing will be held 12 months from agreement implementation. Additional supplier costs will be absorbed by Neta for duration of agreement

2.4.8.3   Please describe the priority you will assign State orders during times of nationwide shortages, supply chain disruptions, supplier changes, or any other event that would make the completion of orders more difficult.

Shortages for critical items are ranked by outlined need of end-user institutions, with First responders, and Healthcare institutions coming first. Essential business's coming second including support and manufacturing entities. Additional requests will be ranked

according to type of institution and use of product.

2.4.8.4   From time to time, an agency or governmental body has a need for a specific brand product that may not be offered in the product catalog. What efforts will you make to fulfill the need and what is the expected timeline to fulfill the need? Please describe a similar experience you have had with an existing customer and the steps you took to satisfy the customer's need.

Neta has a robust 3ʳᵈ party procurement process for both Lab Equipment, and lab consumables. This program is LEAPS (Lab Equipment & Asset Procurement Services) https://www.netascientific.com/LEAPS. This program has been instituted with several large Pharmaceutical companies and the City of NY. End-user needs and requirements can be outlined upon request for these services.